

**WELCOME TO**



**LINK IN DE KABEL**



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[www.eSocialWork.eu](http://www.eSocialWork.eu)



## MISSION STATEMENT

**Bridging the digital divide  
amongst underserved youngsters**



## HISTORY

- **1998: 2 succesfull projects:**
  - Web-site Story and Very-Soft-Ware**
- **1999: cooperation between 10 organizations**
- **2 basic issues for Link in de Kabel**
  - **Getting youngsters on the computer**
  - **Finding a (payable) solution for the technical problems**



# Incluso Conference

## ACTIVITIES

Computer Technology Learning Centre

Expertise centre

Technical support



# Computer Technology Learning Centre



## Opening Hours

Tuesday	16h – 19h
Wednesday	14h – 19h





For whom?  
Underserved youngsters  
≥ 12 years:  
Internet, e-mail, chat, homework,  
new software, experimenting, ...

Capacity  
11 computers, expandable to max 15 during busy moments  
5 computers to use when the centre is closed



## Our youngsters and ICT

### ACCESS TO COMPUTER / INTERNET

- Not always internet at home
- Old programs
- No printer
- Broken computer stays broken
- Big families: computer has to be shared



## Our youngsters and ICT

### APPROACH TO THE COMPUTER

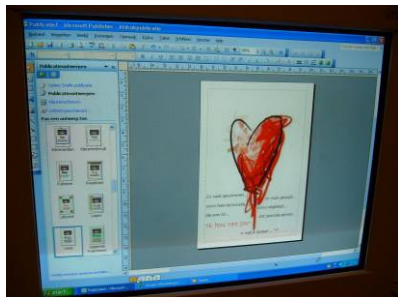
- Short term thinking
- Resistance against learning
- Sticking to the things they already know
- Little persistence
- Less creativity in using programs
- The benefit of ICT is not clear



**Educational  
offer**



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Short pc-sessions



Modules

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## Organised youngsters

- In group
- Part of the recreation offer of the organisation
- Consultation between social and educational worker



## Non-organised youngsters

- Working on an individual base
- Working on demand: react to what the youngsters do or ask
- Launching actions (peers)
- Working on self-image, attitudes and behaviour
- Not expecting too much, every progress counts



## Methodology

Short sessions (1,5h)

Concrete result

Non-schoolish approach

Customized



# Subjects

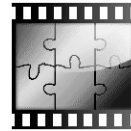
**Music**



**Movie**



**Photo**



**www**



**Design**



**School**



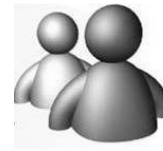
**My pc**



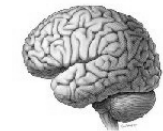
**Safety**



**Interac**



**Knowledge**





tot 18h15

## ***Pimp my pc***

Adjusting Desktop

Screensavers

Special tools

## **Short pc-session Attractief**

23/10/2008

18h15 tot 18h30

## ***Free youtube to mp3***

Converting Youtube to mp3

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18h30 tot 18h45

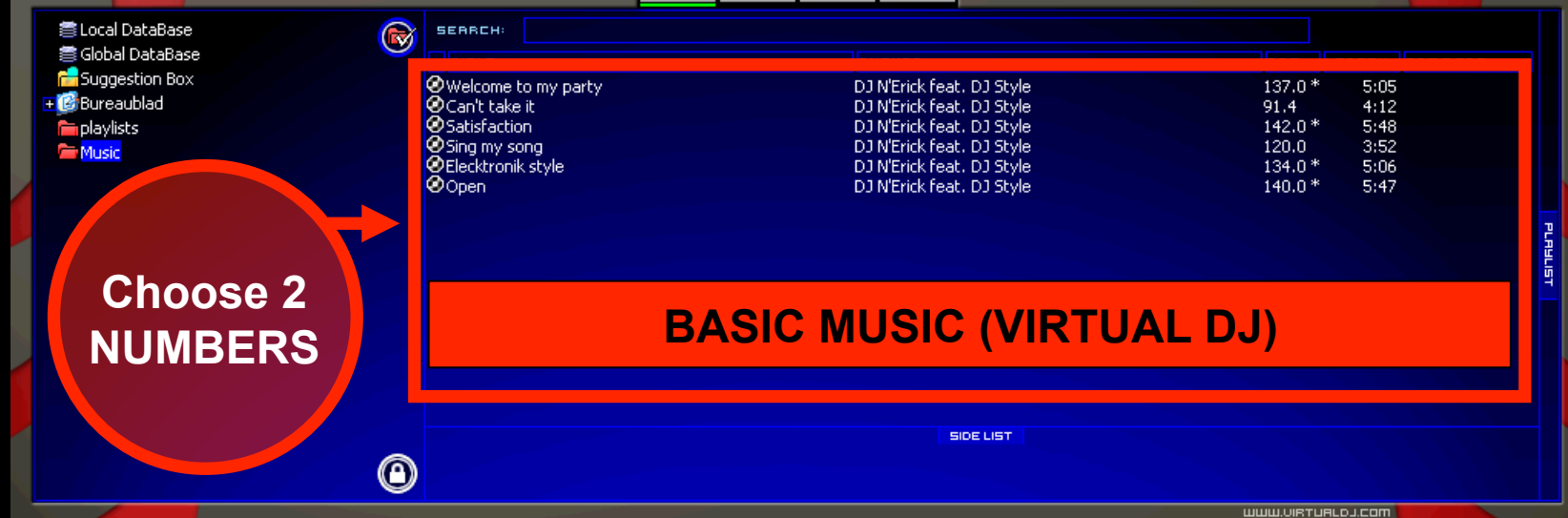
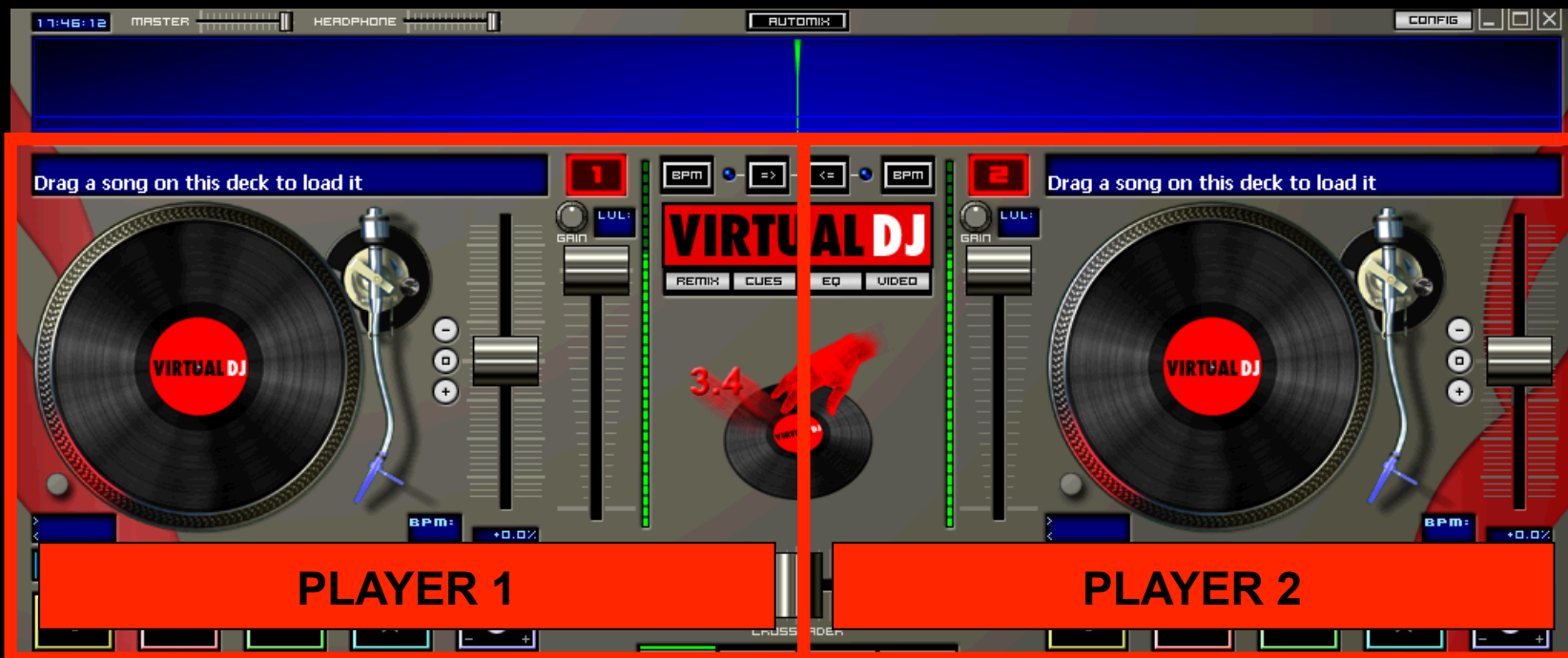
## ***Be the DJ***

Mixing music

Making a CD to take home to their institution

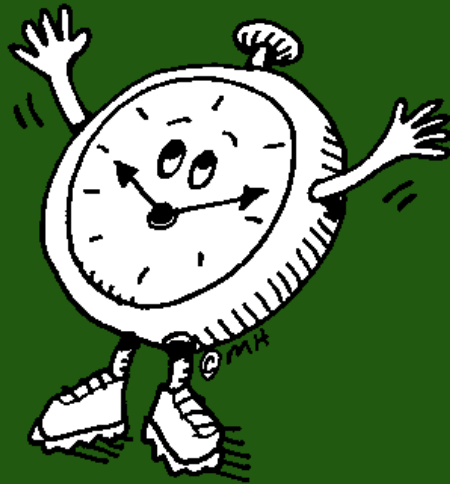
18h45 tot 19h00

## ***Online gamen***





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**10 MINUTES TO PRACTICE**

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# Technical Support



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Solving problems in team  
Every week, one person is  
responsible to follow up the  
helpdesk



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## Communication through an online ticketing system

Link in de Kabel: Helpdesk - Windows Internet Explorer

http://www.linkindekabel.be/helpdesk/history\_detail.php?ThreadID=261

Bestand Bewerken Beeld Favorieten Extra Help

Google G Go Bookmarks 2 blocked Check AutoLink AutoFill Send to Settings

Link in de Kabel: Helpdesk x Pagina Extra

Mijn Pagina PC Organisatie Rapporten Help

Gebruiker: [lievedegol](#) [Log uit](#)

### AR05: signal not valid, cable connec

Type	Vraagsteller	Linker verantwoordelijke	Startdatum	Laatste wijziging	Locatie
Software	Inge Huybrechts	Pieter Blomme	2008-05-22	2008-06-26	leefgroep 4de appartement

Datum	Persoon	Screenshot	Vraag/Antwoord
2008-05-22	<a href="#">Inge Huybrechts</a>		<p>Hallo!</p> <p>Wij hebben een probleem, vermoedelijk met het scherm. We krijgen een beeld met een kadertje "error" waarin red green blue verschijnt met de kleurtjes in lijnen ernaast.</p> <p>De volgende regel zegt signal not valid, cable connected ok.</p> <p>Hebben jullie een idee hoe wij dit kunnen oplossen?</p> <p>Alvast bedankt</p> <p>Groetjes</p> <p>vierde appartement</p>
2008-05-22	<a href="#">Pieter Blomme</a>		<p>Hallo,</p> <p>Dat probleem kan aan het scherm liggen, maar ook aan de computer zelf of aan de instellingen op de computer.</p> <p>Ik veronderstel dat jullie al gecontroleerd hebben dat de schermkabel goed insteekt en nergens slecht contact maakt (een beetje scheef tegen het stekkertje van de ingestoken schermkabel duwen om te zien of dat wat verschil maakt, ...)</p> <p>Toont het scherm wel iets anders dan die error tijdens het opstarten van de computer of is het al vanaf de eerste secondes hetzelfde probleem?</p> <p>Groeten,</p>

Start Opgelost - Microsoft Outl... Studiedag KHLIM Presentatie3 Link in de Kabel: Help... 15:53



## A FEW FIGURES

Period 2002-2009

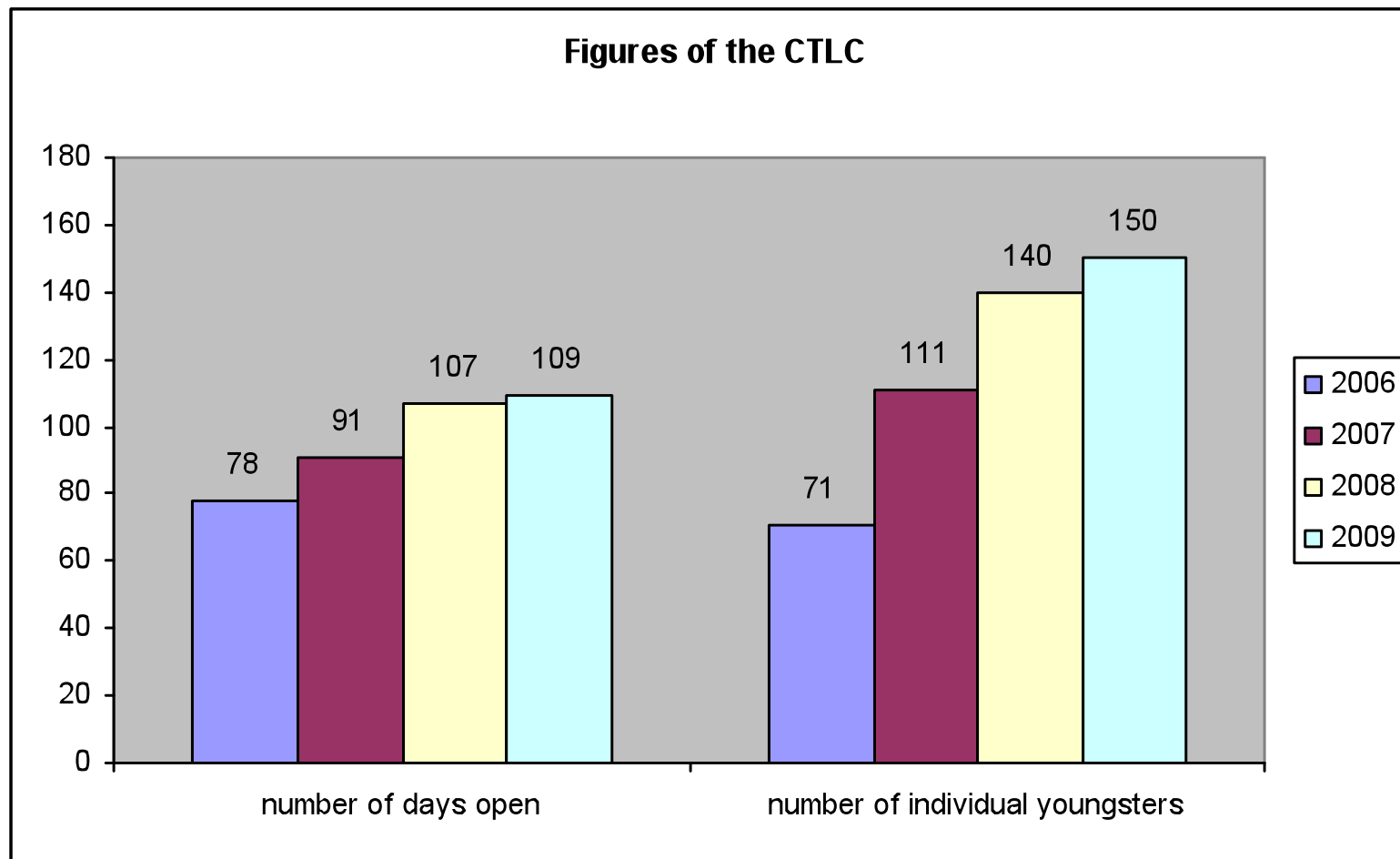
340 problems

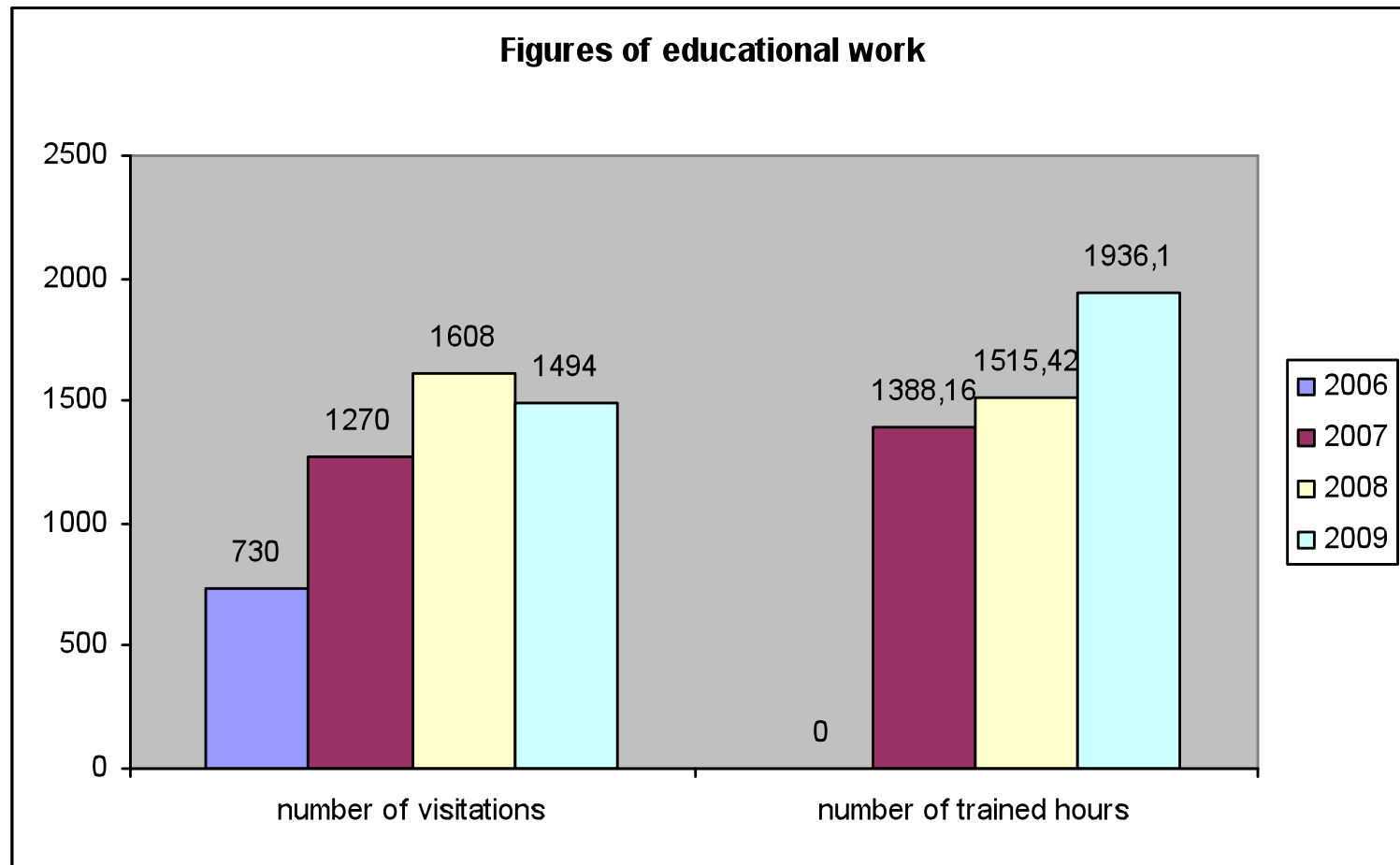
→ 43 problems per year



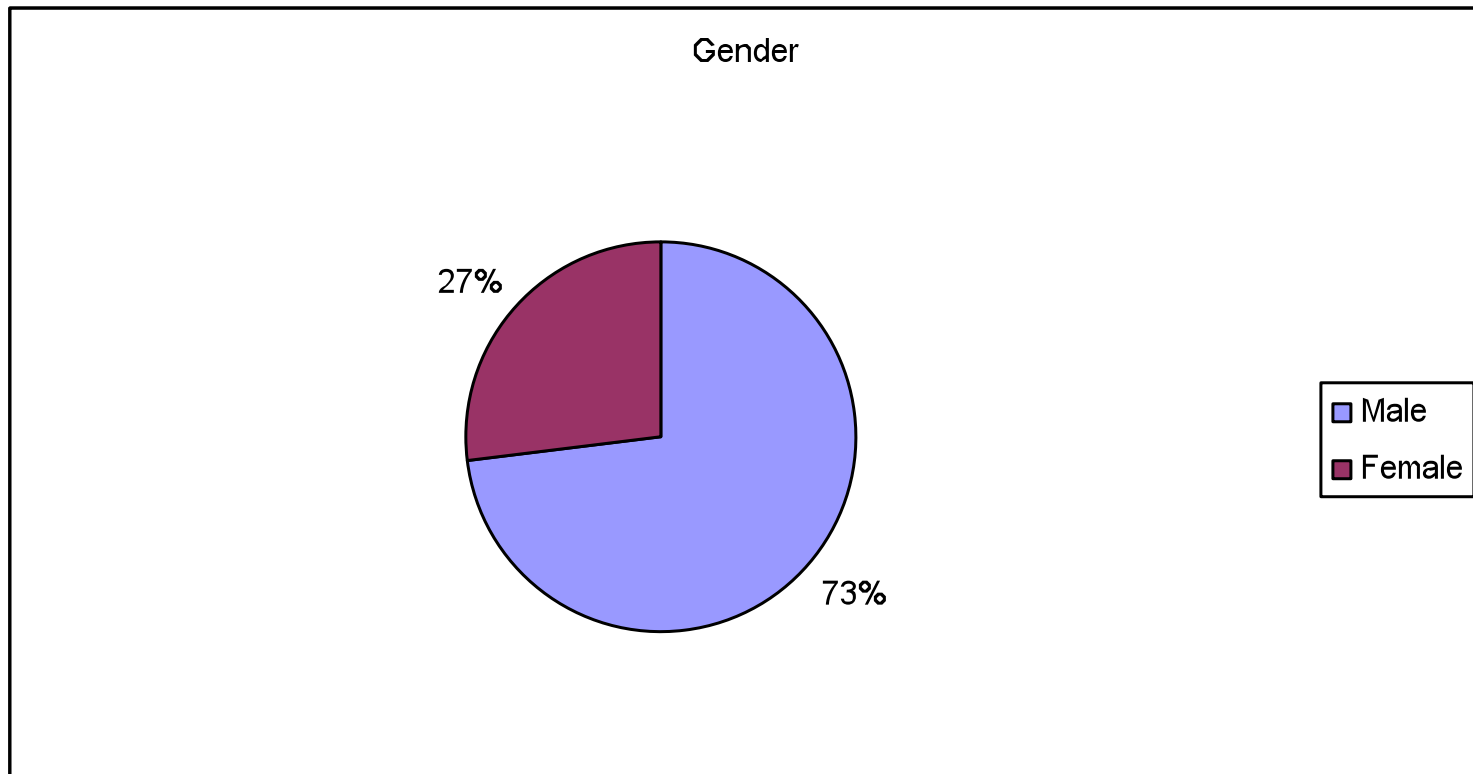
# LidK Results







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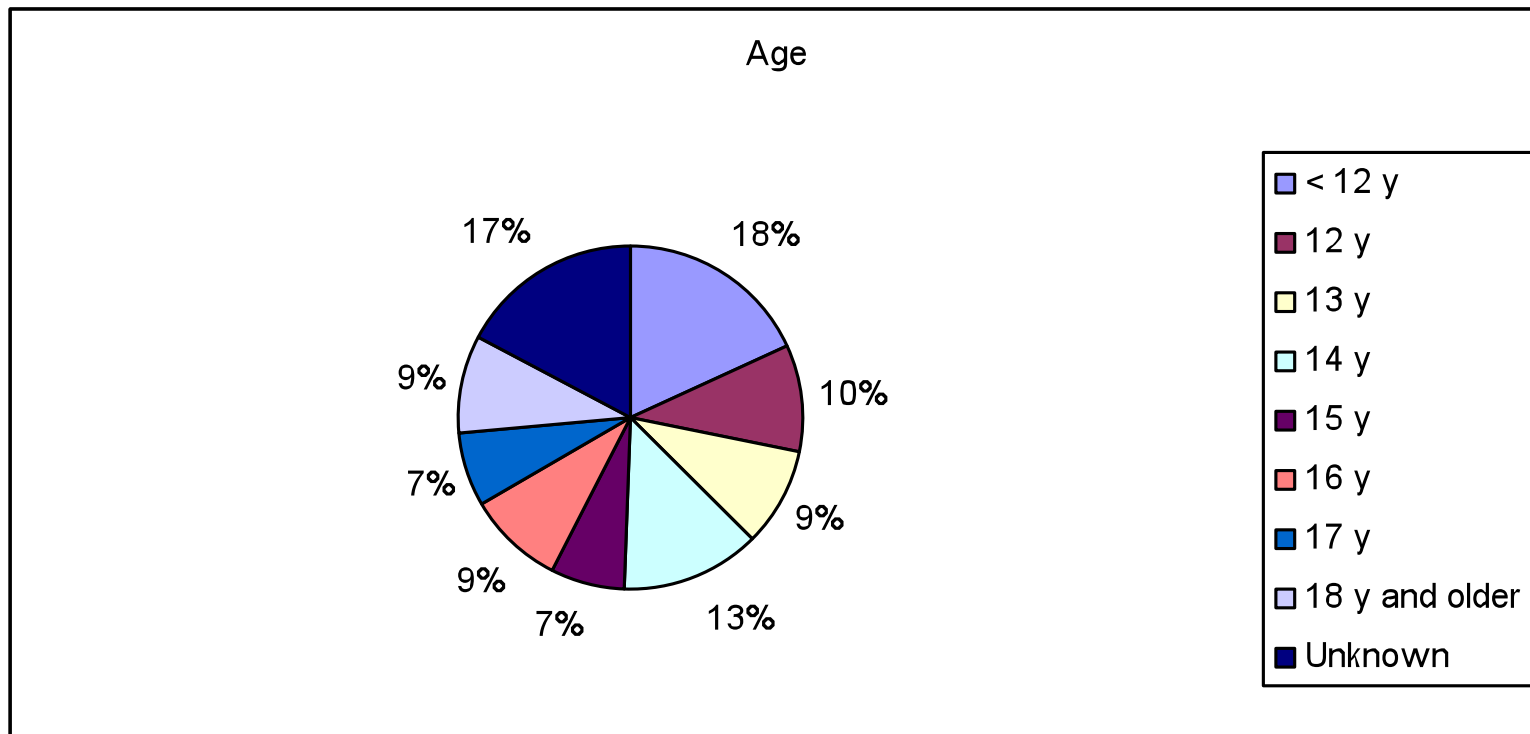


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**Future**

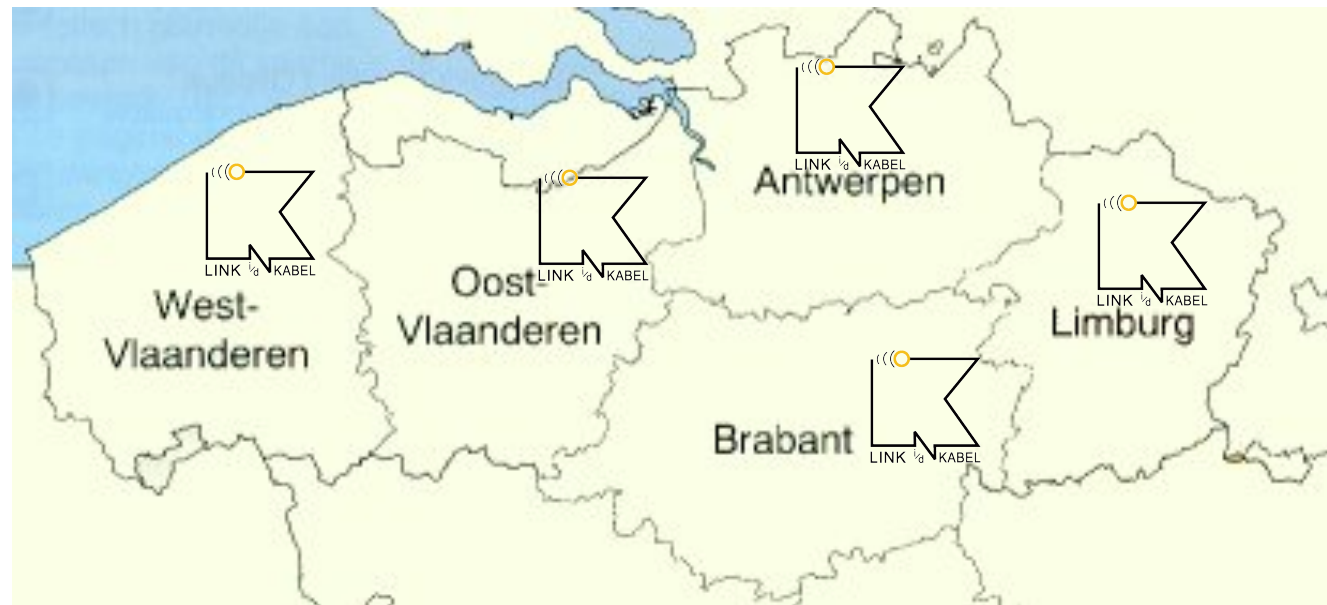
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# EXPANDING TO OTHER PROVINCES

Transfer of methodology  
Expertise center 'Digital divide and underserved youngsters'  
Train-the-trainer sessions



**LINK IN DE KABEL SLOGAN:  
Not expecting too much.  
Every progress, however small, counts**

